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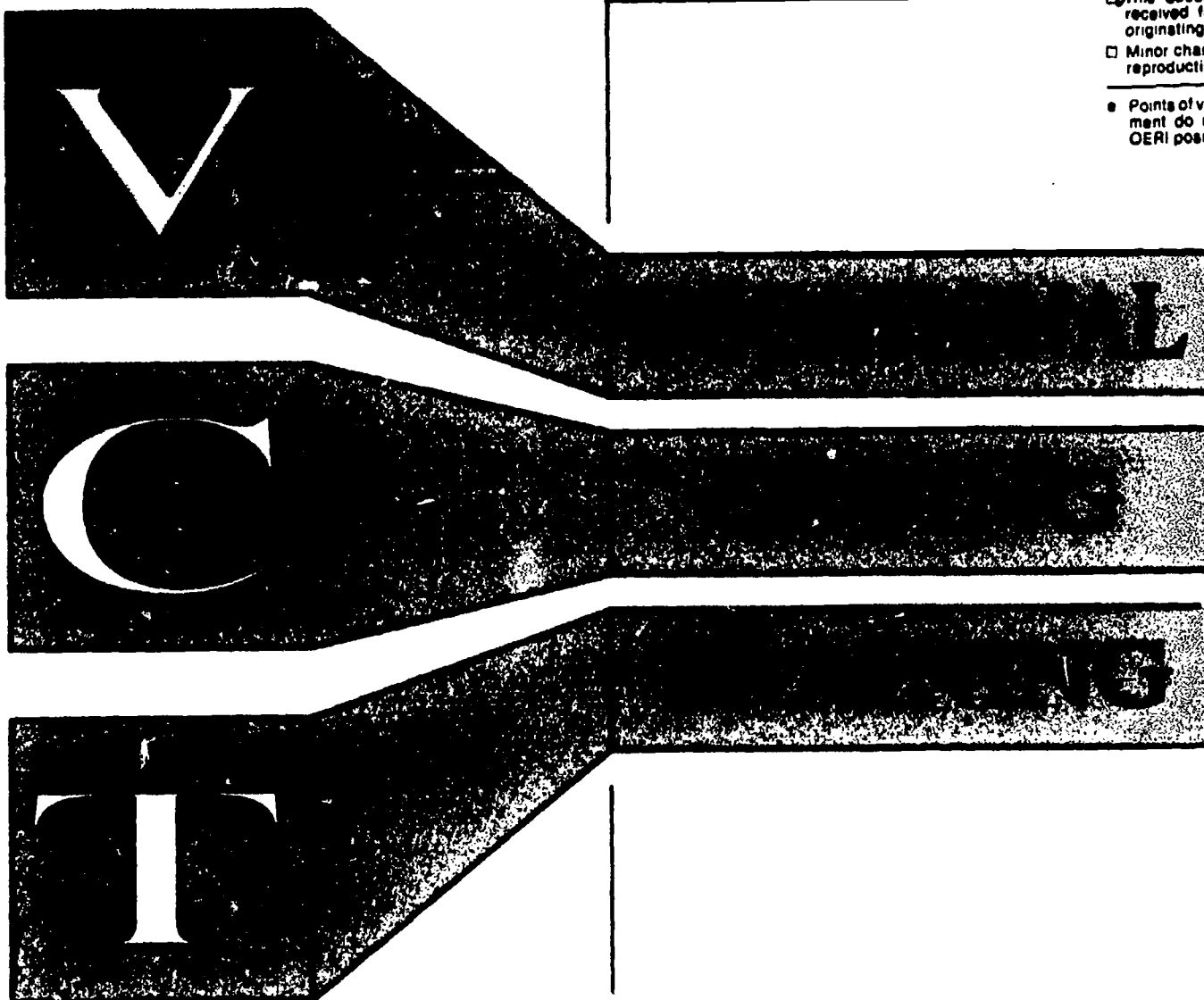
## ABSTRACT

This participant's workbook is part of a training program to teach individuals with physical, intellectual, or emotional disabilities the skills required to cope with common on-the-job situations encountered with one's supervisor and co-workers. The workbook is intended to accompany the short (15-20 hour) version of the program which incorporates videotaping, self-observation through video feedback, group processing, and cognitive and behavioral interventions. The workbook lists program objectives and includes many simple schematic images to stress intended concepts as well as self evaluation and planning guides including: common work situations; a typical work day behavior rating form; and a typical work day style rating form; The entire program consists of print, video, audio, and slide materials. (DB)

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***Participant's Workbook***  
**SHORT FORM**

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# **VCT**

## **Program Goal**

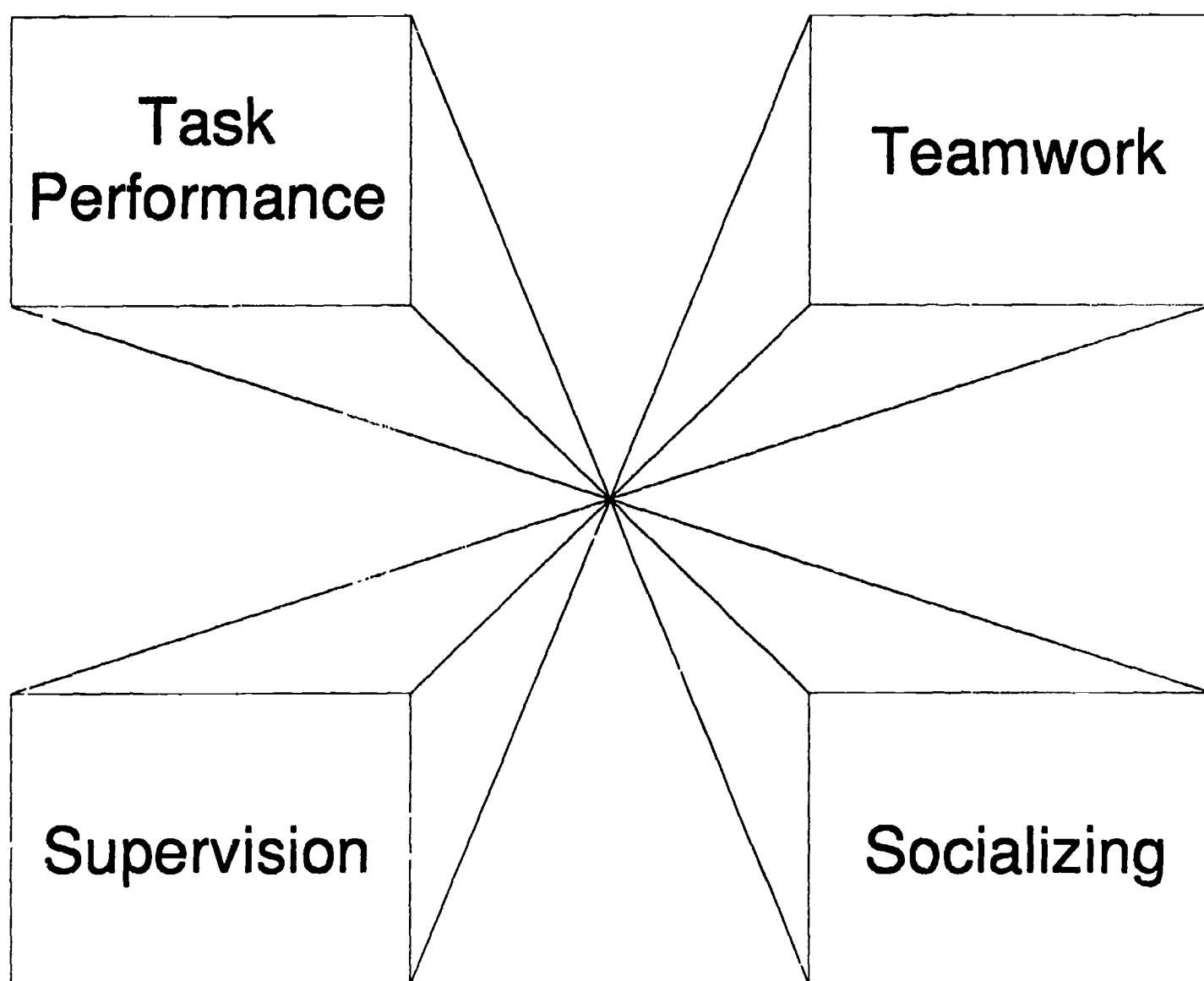
*To learn how to cope with common work situations*

# **VCT**

## **Program Objectives**

1. *Convey a positive image as a worker*
2. *Understand what is expected in common job situations*
3. *Use effective vocational coping behaviors*
4. *Solve new job problems when they occur*
5. *Develop good relationships with co-workers and supervisors*

# ***Common Work Situations***



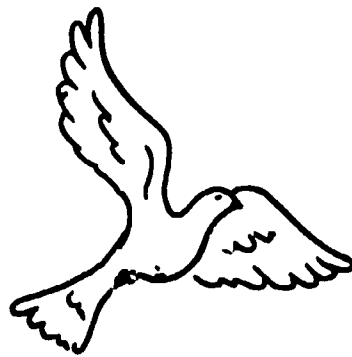
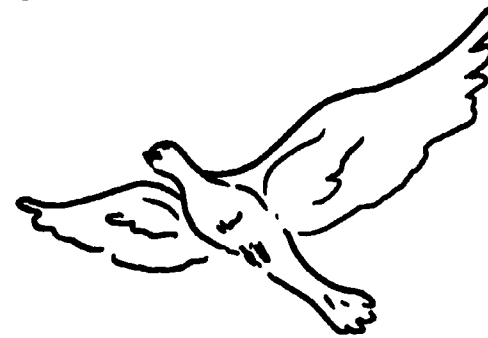
# SOAR

**S**ituation

**O**ptions

**A**nticipated outcomes

**R**esponses





# Soar Steps

**Step 1**  
Check out the  
Situation

**S**

**Step 2**  
Think through  
your Options

**O**

**Step 3**  
Anticipate option  
outcomes

**A**

**Step 4**  
Respond

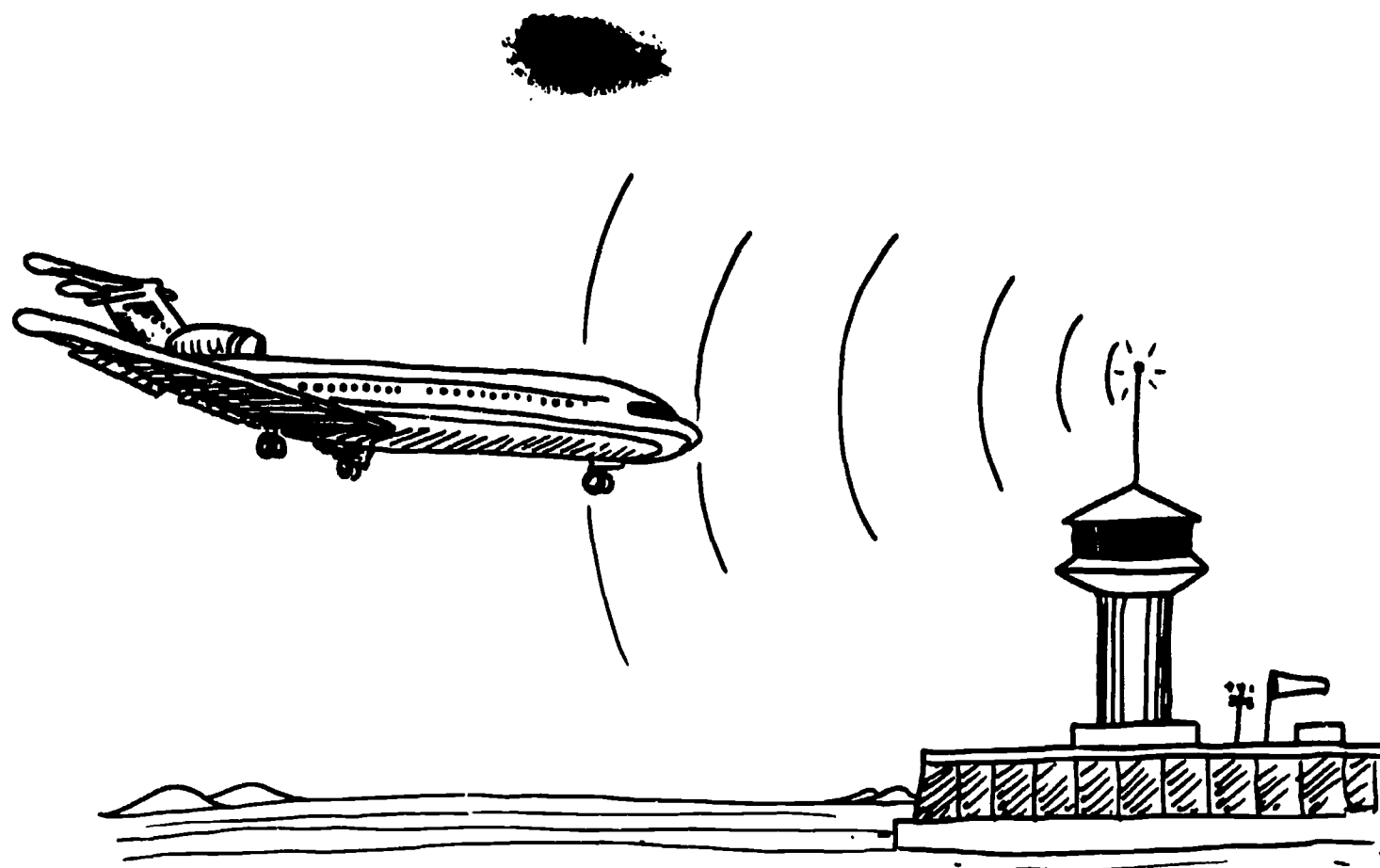
**R**

# **SOAR**

## **STEP ONE: Situation**

What's Happening?

What's Expected?



# **Cue Card**

## **Reading Situations: Sources of Information**

### **Where?**

Place

People

Self

# Thought Listing

# **Cue Card**

## **Self Messages**

**What you say to yourself affects your work performance.**

**Your self-messages influence . . .**

- 1. How you feel**
- 2. What you think**
- 3. How you act**

**Increase performance enhancers, PEs**

**Decrease performance inhibitors, PIs**

**You can do it (an example of a performance enhancer!)**

### Vocational Situations

- A) You are at work and your supervisor is standing behind you watching you work. You become nervous and make mistakes. Your supervisor says: What's wrong, I just wanted to see how you were getting along.

Response 1 \_\_\_\_\_

\_\_\_\_\_

Response 2 \_\_\_\_\_

\_\_\_\_\_

- B) You are ready to start working on a new packing job. Your supervisor tells you to pack several different kinds of plastic bags in the same box. You aren't sure what she means--how many bags, what kinds, etc.

Response 1 \_\_\_\_\_

\_\_\_\_\_

Response 2 \_\_\_\_\_

\_\_\_\_\_

- C) You are on a work break in a new job. You want to meet some of the people and talk to them, but most are ignoring you (talking as if you weren't even there). One person looks over at you and says: Are you new here?

Response 1 \_\_\_\_\_

\_\_\_\_\_

Response 2 \_\_\_\_\_

\_\_\_\_\_

## Vocational Video Vignettes

### Preparation

Supervisor greets  
Supervisor gives detailed instructions

### Initiation

S. apologizes for giving incorrect material  
S. gives vague instructions

### Persistence

S. stands over worker  
Co-worker introduces distractions

### Feedback

S. corrects/criticizes  
S. requests constructive criticism of new employee  
S. compliments  
S. requests compliment of new employee  
S. introduces time pressure

### Changing

S. introduces new procedure

### Cooperation

S. makes teamwork assignment  
S. ends teamwork assignment

### Socializing

S. socializes in appropriate setting  
Co-worker socializes in appropriate setting



## Typical Work Day Behavior Rating Form

**Directions:** This sheet enables you to rate the worker in the typical work day videotape. Does she perform the behaviors in responding to her supervisor that are on this list? Place a check mark next to each behavior you observe. **DO NOT CHECK ANY BEHAVIORS YOU DO NOT OBSERVE.**

1. **Supervisor greets. Does worker...**  
Return greeting (Hi, hello, good morning) \_\_\_\_\_  
Answer supervisor's question (Fine, I had a nice time) \_\_\_\_\_  
Asks supervisor a question (How was your evening?) \_\_\_\_\_
2. **Supervisor gives detailed instructions. Does worker...**  
Repeat the instructions \_\_\_\_\_  
Accept the job (OK, I understand) \_\_\_\_\_  
Ask for more information \_\_\_\_\_  
Say she will begin work immediately \_\_\_\_\_
3. **Supervisor apologizes for error. Does worker...**  
Accept the apology appropriately (OK, no problem) \_\_\_\_\_  
Repeat new instructions \_\_\_\_\_
4. **Supervisor gives vague instructions. Does worker...**  
Accept the job (OK, all right) \_\_\_\_\_  
Ask for clearer instructions (Could you tell me again) \_\_\_\_\_  
Tell exactly what she doesn't understand (Now, exactly what I don't understand is...) \_\_\_\_\_
5. **Supervisor stands over worker. Does worker...**  
Ask if there is a problem (Is there something wrong? May I help you?) \_\_\_\_\_  
Look up \_\_\_\_\_  
Smile \_\_\_\_\_
6. **Co-worker introduces distraction. Does worker...**  
Keep working \_\_\_\_\_  
Look up quickly \_\_\_\_\_  
Give helpful information \_\_\_\_\_

7. **Supervisor corrects/criticizes. Does worker...**  
 Acknowledge correction (OK, I see, all right) \_\_\_\_\_  
 Restate needed change (I'll try to keep my desk  
 cleaner) \_\_\_\_\_
8. **Supervisor requests constructive criticism. Does worker...**  
 State action that co-worker needs to take \_\_\_\_\_  
 Offer to demonstrate to co-worker \_\_\_\_\_
9. **Supervisor compliments. Does worker...**  
 Acknowledge compliment (Thank you, I appreciate that) \_\_\_\_\_  
 State intent to continue complimented action \_\_\_\_\_
10. **Supervisor requests compliment of another worker. Does worker...**  
 Compliment co-worker (may be general, e.g., "You are  
 a good worker") \_\_\_\_\_  
 Refer to specific co-worker action in compliment \_\_\_\_\_
11. **Supervisor introduces time pressure. Does worker...**  
 Acknowledge time pressure (OK, I see, all right) \_\_\_\_\_  
 State intent to meet time demand (I'll get right  
 on it) \_\_\_\_\_
12. **Supervisor introduces new procedure. Does worker...**  
 Accept new procedure (OK, all right, I'll do it) \_\_\_\_\_  
 Repeat new steps \_\_\_\_\_
13. **Supervisor makes teamwork assignment. Does worker...**  
 Accept assignment (OK, we will work together) \_\_\_\_\_  
 Talk over parts of the job \_\_\_\_\_  
 Tell each person's part of the job \_\_\_\_\_  
 Offer to help co-worker \_\_\_\_\_
14. **Supervisor ends task. Does worker...**  
 Accept the instructions (Time to quit, let's wrap up) \_\_\_\_\_  
 Compliment co-worker (I enjoyed working with you) \_\_\_\_\_
15. **Supervisor socializes with worker. Does worker...**  
 Greet (Hi, hello) \_\_\_\_\_  
 Ask opening question \_\_\_\_\_  
 Show interest (Oh really, is that right, I see) \_\_\_\_\_  
 Ask follow-up question \_\_\_\_\_  
 State opinion, belief, or feeling (I like to do that  
 too) \_\_\_\_\_  
 Compliment (I'll bet you are good at that) \_\_\_\_\_  
 Close conversation \_\_\_\_\_

## Typical Work Day Style Rating Form

**FACE**

**Eye contact**  
(looks at other person when spoken to)

Friendly  
(smiles, nods head)

Pleasant  
(relaxed, looks interested)

**BODY**

Posture  
(stands up straight)

Distance  
(does not stand too close or too far away)

Relaxed  
(does not look nervous)

**VOICE**

Volume  
(not too loud or soft)

Words are clear  
(easy to understand)

Rate  
(not too fast or slow)

**APPEARANCE**

Grooming  
(neat, clean)

Hair  
(clean, combed)

Clothing  
(clean, ironed)

**Make-up**  
(not too much)

OK Needs Improvement

[illegible]

# Soar Steps

**Step 1**  
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Situation

**S**

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your Options

**O**

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Anticipate option  
outcomes

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**Step 4**  
Respond

**R**

### ADDITIONAL COPIES

## Vocational Coping Training

<b>#53-1532</b>	Leader's Manual Long Form .....	10.00
<b>#53-1533</b>	Leader's Manual Short Form .....	8.00
<b>#53-1534</b>	Participant's Workbook Long Form .....	7.00
<b>#53-1535</b>	Participant's Workbook Short Form .....	4.00
<b>#53-1544</b>	Classroom Activity Cards .....	15.00
<b>#53-1545</b>	Slide Show .....	25.00
<b>#53-1546</b>	Videotape .....	30.00

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